Nursing Home Compare
5 Star Quality Rating System

Stacey Erickson RN
Director of Quality Initiatives
Avera Health
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Objectives

- High level overview of the CMS Nursing Home 5 Star Rating
- Review of strengths and limitations of the 5 Star rating system.
- Prepare you to respond to questions related to nursing home quality.

Five Star Quality Rating

- Health Inspection
- Staffing
  - RN Staffing
  - Overall Staffing
- Quality Measures
  - Subset 10 of 19 measures

Health Inspection

- 3 most recent annual inspections
  - Separated by no more than 15 months
- 36 months of complaint investigations
- Revisits to ensure compliance

Health Inspection

Severity	Scope		
	Isolated	Pattern	Wide-spread
Immediate jeopardy to resident health or safety	J	K	L
Actual harm that is not immediate jeopardy	G	H	I
No actual harm with potential for more than minimal harm that is not immediate jeopardy	D	E	F
No actual harm with potential for minimal harm	A	B	C

Health Inspection Scoring

- Most recent survey
  - Weighting factor of 1/2
- Previous period
  - Weighting factor of 1/3
- Second prior survey
  - Weighting factor of 1/6

- Revisit Points
- First revisit is free
- Complaint Surveys

- Overall – Goal would be a low score

Health Inspection Scoring

- Ranked according to your final score – percentile based scoring
- Top 10% receive a 5 Star
- Bottom 20% receive a 1 Star
- Remaining facilities divided between 2 Star, 3 Star and 4 Star
- State Specific
- Recalibrated each month

Health Inspection Scoring

Strengths
- Comprehensive
- Onsite Visits
- Federal Government has quality checks on the process

Limitation
- Variability of survey results within a state
- Variability between states (comparison purposes consumer)
- Ratings represent different performance in each state.

Staffing

- RN Staffing
- Staffing overall
- Case Mix Adjusted

Staffing Scoring

- RN Staffing and Staffing Overall are given equal weight.
- Stars are based on a percentile – based method
- Percentile cut points will be held constant for two years.
- Cut points are national numbers.

Staffing Scoring

Strengths
- Overall staffing
- Case mix adjustment

Limitations
- Self reported
- Snap shot in time
- Staffing study is old data
- Behavior case mix
- Therapies or Advanced Practice Nurse not counted

Quality Measures

- 10 of 19 Quality Measures are scored
  - 7 long stay
  - 3 short stay
- Based on MDS data

Quality Measures

Outcome Measures
Vs.
Process Measures

Quality Measures – Long Stay

- Help with daily activities has increased
- Ability to move about is worse
- Pressure sores
- Catheter inserted and left in bladder
- Physically restrained
- Urinary tract infection
- Moderate to severe pain

Quality Measures – Short Stay

- Pressure Ulcers
- Moderate to Severe Pain
- Delirium

Quality Measures Scoring

- 9 month historical report.
- 30 assessments for a long stay measure.
- 20 assessments for a short stay measure.
- The ADL (Activities of Daily Living) are state comparisons.
- The remaining 8 measures are national comparisons.

Quality Measures Scoring

- ADL cut points will change quarterly
- All others will remain constant for 2 years.

- Percentile based scoring
- Top 10 percent receive 5 Stars
- Bottom 20 percent receive 1 Star
- The remaining 70 % divided among 2, 3 and 4 Stars.

Quality Measure Scoring

Strengths
- Detailed information
- National measures

Limitations
- Self Reported
- Not all aspects of care
- Outcomes only
- Coding dependant
- Open to wide interpretation

Overall Scoring

1. Start with the Health Inspection Five Star rating
2. Add one star if staffing is four or five stars AND greater than the health inspection score. Subtract one star if staffing is a one star.
3. Add one star to step 2 if the QM rating is five stars. Subtract one star if the QM rating is a one star.

Overall Scoring

4. If the Health Inspection rating is one star, then the overall quality rating cannot be upgraded by more than one star based on the staffing and quality measures.
5. If the Nursing Home is a Special Focus Facility that has not graduated, the maximum Overall Quality Rating is three stars.

Hospital Compare

- Using patient satisfaction HCAHPS
  - LTCCAHPS on hold

- Using both process and outcome measures
  - Validated measures not available for LTC.

- Process change can directly impact the measures.

- Staffing and survey are not utilized to demonstrate quality

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Summary

- Each of the 3 measured areas have their unique strengths and limitations.
- The rating is more complex that it appears on the introduction page of Nursing Home Compare.
- Additional elements of Nursing Home Quality that are not represented in the rating system.

www.medicare.gov/NHCompare

Questions?

Step 3: Compare Nursing Homes

The 3 nursing homes you selected to compare are displayed in the table below. **To view more detailed information about a specific nursing home, click on the name of the nursing home.**

Show All | Hide All

1   *2*   *3*

Your Selected Nursing Homes

	▓ Mapping & Directions	▓ Mapping & Directions	▓ Mapping & Directions
Overall Rating	★★★★ 4 out of 5 stars	★★★ 3 out of 5 stars	★ 1 out of 5 stars
Health Inspections	★★★ 3 out of 5 stars	★★ 2 out of 5 stars	★ 1 out of 5 stars
Total Number of Health Deficiencies	5	5	5
Date of Last Standard Health Inspection	07/30/2008	10/24/2007	02/21/2008
Quality Indicator Survey	No	No	No
Dates of Complaint Investigations	07/01/2007- 09/30/2008	07/01/2007- 09/30/2008	07/01/2007- 09/30/2008
Range of Health Deficiencies in South Dakota	0-17	0-17	0-17
	View Health Inspections Details	View Health Inspections Details	View Health Inspections Details
Nursing Home Staffing	★★★★ 4 out of 5 stars	★★★★ 4 out of 5 stars	★★★ 3 out of 5 stars
RN Staff Only[1]	★★★★ 4 out of 5 stars	★★★ 3 out of 5 stars	★★★ 3 out of 5 stars
Total Number of Residents	97	96	95
Total Number of Licensed Nurse Staff Hours per Resident per Day	1 hour 6 minutes	59 minutes	1 hour 19 minutes
RN Hours per Resident per Day	44 minutes	33 minutes	39 minutes
LPN/LVN Hours per Resident per Day	22 minutes	26 minutes	40 minutes
CNA Hours per Resident per Day	2 hours 47 minutes	2 hours 43 minutes	2 hours 1 minute
	How to Read Staffing Chart | About Staff Roles		
Quality Measures	★★ 2 out of 5 stars	★★★★ 4 out of 5 stars	★★★★ 4 out of 5 stars

☐ Select All   View Graphs   **Long-Stay Residents**

Note: For the following measures, **higher percentages are better.**   Read why Quality Measures are important to you

Step 3: Compare Nursing Homes   **Return To Previous Page**

The 2 nursing homes you selected to compare are displayed in the table below. **To view more detailed information about a specific nursing home, click on the name of the nursing home.**
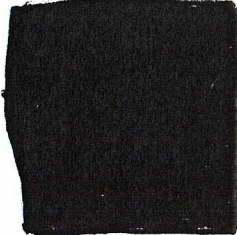
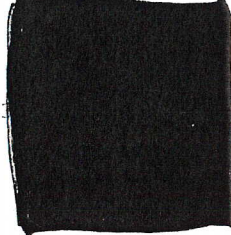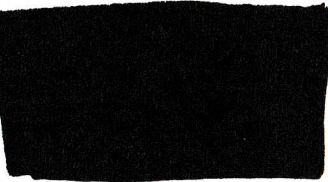Show All | Hide All

4   5

Your Selected Nursing Homes

	4	5
	Mapping & Directions	Mapping & Directions
Overall Rating	★★★ 3 out of 5 stars	★★★ 3 out of 5 stars
Health Inspections	★★ 2 out of 5 stars	★★★★ 4 out of 5 stars
Total Number of Health Deficiencies	5	3
Date of Last Standard Health Inspection	10/24/2007	09/04/2008
Quality Indicator Survey	No	No
Dates of Complaint Investigations	07/01/2007-09/30/2008	07/01/2007-09/30/2008
Range of Health Deficiencies in South Dakota	0-17	0-17
	View Health Inspections Details	View Health Inspections Details
Nursing Home Staffing	★★★★ 4 out of 5 stars	★★★★ 4 out of 5 stars
RN Staff Only[1]	★★★ 3 out of 5 stars	★★★ 3 out of 5 stars
Total Number of Residents	96	103
Total Number of Licensed Nurse Staff Hours per Resident per Day	59 minutes	1 hour 13 minutes
RN Hours per Resident per Day	33 minutes	34 minutes
LPN/LVN Hours per Resident per Day	26 minutes	40 minutes
CNA Hours per Resident per Day	2 hours 43 minutes	2 hours 57 minutes
	How to Read Staffing Chart	About Staff Roles	
Quality Measures	★★★★ 4 out of 5 stars	★ 1 out of 5 stars

☐ Select All   View Graphs   **Long-Stay Residents**

Note: For the following measures, **higher percentages are better.**   **Read why Quality Measures are important to you**

☐ Percent of long-stay residents given influenza vaccination during the flu season	91%	94%
☐ Percent of long-stay residents who were assessed and given pneumococcal vaccination	90%	98%

weight distributed proportionately to the existing two surveys. Specifically, when there are only two standard health surveys, the most recent receives 60 percent weight and the prior receives 40 percent weight. Facilities with only one standard health inspection are considered not to have sufficient data to determine a health inspection rating and are set to missing for the health inspection domain. For these facilities, no composite rating is assigned and no ratings are reported for the staffing or QM domains even if these ratings are available.

Table 1
Health Inspection Score: Weights for Different Types of Deficiencies

Severity	Scope		
	Isolated	Pattern	Widespread
Immediate jeopardy to resident health or safety	J 50 points (75 points)	K 100 points (125 points)	L 150 points (175 points)
Actual harm that is not immediate jeopardy	G 20 points	H 35 points (40 points)	I 45 points (50 points)
No actual harm with potential for more than minimal harm that is not immediate jeopardy	D 4 points	E 8 points	F 16 points (20 points)
No actual harm with potential for minimal harm	A 0 point	B 0 points	C 0 points

Note: Figures in parentheses indicate points for deficiencies that are for substandard quality of care.

Shaded cells denote deficiency scope/severity levels that constitute substandard quality of care if the requirement which is not met is one that falls under the following federal regulations: 42 CFR 483.13 resident behavior and nursing home practices; 42 CFR 483.15 quality of life; 42 CFR 483.25 quality of care

Source: Centers for Medicare & Medicaid Services

Table 2
Weights for Repeat Revisits

Revisit Number	Noncompliance Points
First	0
Second	50 points
Third	75 additional points
Fourth	100 additional points

Rating Methodology

Health inspections are based on federal regulations, national interpretive guidance, and a federally-specified survey process. Federal staff train State surveyors and oversee State performance. The federal oversight includes quality checks based on a 5% sample of the State surveys, in which federal surveyors either accompany State surveyors or replicate the survey within 60 days of the State and then compare results. These control systems are designed to optimize consistency in the survey process. Nonetheless there remains some variation between States. Such variation derives from many factors, including:

Table A1. Star Cut points for Health Inspections – by State – (11-04-2008)[1]

State	1/2 star (80th percentile)	2/3 star (56.66 percentile)	3/4 star (33.33 percentile)	4/5 star (10th percentile)	Number of facilities	*=National Cut points Used[2]
Nebraska	76.000	50.000	32.000	12.000	221	
New Hampshire	59.333	32.667	14.000	4.000	78	
New Jersey	69.333	35.333	22.000	7.333	361	
New Mexico	145.333	82.167	43.333	14.667	69	
Nevada	64.667	53.333	32.667	16.000	48	
New York	63.333	30.000	16.333	7.333	650	
Ohio	58.833	35.333	20.000	6.667	945	
Oklahoma	144.333	90.000	57.333	34.000	318	
Oregon	79.333	46.000	22.000	8.000	138	
Pennsylvania	56.000	31.333	17.333	8.000	705	
Puerto Rico	373.833	287.667	213.667	124.667	7	
Rhode Island	39.333	21.667	12.000	4.000	85	
South Carolina	82.333	44.000	25.333	11.333	175	
South Dakota	41.667	26.000	16.000	7.000	110	
Tennessee	72.667	41.333	24.000	12.000	317	
Texas	93.333	49.333	29.333	11.333	1108	
Utah	45.000	32.667	15.333	3.000	90	
Virginia	64.667	41.333	23.333	9.333	275	
Virgin Islands	86.000	48.667	28.000	10.667	1	*
Vermont	68.667	51.667	42.000	17.667	40	
Washington	100.667	54.000	28.667	10.667	237	
Wisconsin	74.333	39.333	22.000	7.333	388	
West Virginia	93.333	68.000	36.000	18.000	130	
Wyoming	108.667	79.333	60.000	25.333	39	

Cutpoints for Health Inspection Scores used as follows: 5 stars: $\leq$ 10th percentile; 4 stars: >10th percentile and $\leq$ 33.33rd percentile; 3 stars: >33.33rd percentile and $\leq$ 56.66th percentile; 2 stars: >56.66th percentile and $\leq$80th percentile; 1 star: >80th percentile

[2]Cutpoints based on national distribution are used when fewer than 5 facilities in State /territory have data available

Table A2. National Cut points for Staffing Measures (11-04-2008)[1]

Staff type	1/2 points (25th percentile)	2/3 points (50th percentile)	3/4 points (75th percentile)	4/5 points (CMS staffing study)
RN	0.221	0.298	0.402	0.550
Total	2.998	3.376	3.842	4.080

[1]Cutpoints for RN five-star and Total staffing (RN, LPN, and CNA) used as follows based on case-mix adjusted hours per resident day: 5 points: $\geq$ CMS staffing study threshold; 4 points: <CMS staffing study threshold and $\geq$75th percentile; 3 points: <75th percentile and $\geq$50th percentile (median); 2 points: <50th percentile and $\geq$25th percentile; 1 point: <25th percentile. The RN staffing five-star is then simply assigned as 1 star per point. The overall Staffing (combined RN and total staffing) five-star rating is constructed as shown in Table A3.

Table A3. Assignment of Staffing five-star Rating Based on RN and Total Staffing Ratings

RN rating and hours		Total staffing rating and hours (RN, LPN and aide)				
		1	2	3	4	5
		<25th percentile	$\geq$25th percentile and < median	$\geq$ median and <75th percentile	$\geq$75th percentile and < CMS staffing study threshold	$\geq$ CMS staffing study threshold
1	<25th percentile	★	★	★★	★★	★★★
2	$\geq$25th percentile & <median	★	★★	★★★	★★★	★★★★
3	$\geq$ median & <75th percentile	★★	★★★	★★★★	★★★★	★★★★
4	$\geq$75th percentile & <CMS staffing study threshold	★★	★★★	★★★★	★★★★	★★★★
5	$\geq$ CMS staffing study threshold	★★★	★★★★	★★★★	★★★★	★★★★★

Table A4. National Quintile Cut points for Non-ADL QMs (11-04-2008)[1]

Quality Measure	20th percentile	40th percentile	60th percentile	80th percentile
LS: Moderate to Severe Pain	0.02198	0.04294	0.06944	0.11364
LS: High Risk Pressure Ulcers	0.06623	0.09722	0.12745	0.16738
LS: Indwelling Catheter	0.02899	0.04808	0.06731	0.09325
LS: Urinary Tract Infections	0.05000	0.07458	0.09821	0.12844
LS: Restraints	0.00000	0.01493	0.03865	0.07813
PA: Delirium	0.00000	0.00806	0.02326	0.05128
PA: Moderate to Severe Pain	0.08537	0.14925	0.21429	0.30508
PA: Pressure Ulcers	0.10000	0.14474	0.18852	0.25000

LS = Long-stay; PA = Post-acute

[1]Quintiles for these cut points used to assign points towards the summary score as follows: 12 points: $\leq 20^{th}$ percentile; 9 points: $>20^{th}$ percentile and $\leq 40^{th}$ percentile; 6 points: $>40^{th}$ percentile and $\leq 60^{th}$ percentile; 3 points: $>60^{th}$ percentile and $\leq 80^{th}$ percentile; 0 points: $>80^{th}$ percentile.